

# **MINUTES OF THE COUNCIL ON TECHNOLOGY SERVICES MEETING Thursday, April 13, 2000**

## **Council Attendees:**

Secretary Upson, Ray Davis, Jan Fatouros, Chip German, Joy Hughes, Pat Jackson (for Erv Blythe), Ken Mittendorff, David Molchany, Lan Neugent, Mike O'Neil, Gerry Pacyna, Jim Peters, Jerry Simonoff, Mike Thomas, Bill Wilson, Andy Poarch.

David Molchany, Vice-Chairman of the April COTS Meeting, opened the meeting. David thanked George Mason University for hosting the meeting and gave a brief overview of COTS and what it is trying to achieve. COTS is comprised of state and local government and higher education representatives and comes together to focus on technology statewide. COTS is a forum that allows the members to come together and talk about issues important to all.

Leslie Carter reported on the Telecommunications Workgroup. Technical negotiations for the COVANET contract are complete and the contract is in review at the Attorney General's Office. A final announcement should be available in several weeks. The Workgroup was asked by COTS to address the issue of delegation and the group has found there is a lot of confusion concerning the rules and the existing policies and procedures for delegation for equipment and for service. The Workgroup will document the processes involved and bring recommendations to the Council. The Workgroup developed and distributed more than 700 surveys throughout the Commonwealth to ascertain what agencies are doing in the area of Voice-Over-IP. The response was good and the group will work on getting resources to report on findings and begin educating the survey members and pilot participants on Voice-Over-IP.

David Molchany reported on the State-Local Application Network Integration Workgroup, which did not meet during April. The upcoming meeting will be held on May 11, following the COTS meeting.

Joy Hughes is chairing the Communications Workgroup and Anne Atkins of DMV has agreed to serve as vice-chair of the workgroup. The group will review a draft charge in addition to seven items identified as high priority in the communications area. A workplan will be created and assignments will be made to cover each area of responsibility.

Jim Peters reported on the IT Recruitment and Retention Workgroup. The group discussed the classification and compensation status. To date, four agencies have moved IT personnel to the new IT Class. and Comp. structure. The four agencies participating are: DIT, DOA, State Police and the Department of Game and Inland Fisheries. The Workgroup requested statistics from DPT to include:

status of memorandum reviewed at last meeting, update of agencies participating in the classification process and communication of next steps. In the participating agencies, 70% of the personnel have moved into the higher-grade levels. VDOT was ready to participate and because of the wording in the legislation of the Budget Bill, have not been given permission by DPT to move forward. The Workgroup is waiting on how that may impact other agencies being able to move to the IT Class. and Comp. prior to moving to the statewide Class. and Comp. Plan.

Andy Poarch supplemented the IT Recruitment and Retention Workgroup report. After speaking with Linda Harber, COTS needs to thank Bette Dillehay for working with DPT to address this issue. A guidance memorandum will come from Sara Wilson, DPT Director, which references a memorandum from the Chief of Staff allowing agencies to secure approval from Cabinet Secretaries to take advantage of the IT Classification and Compensation Plan.

Ray Davis reported on the Organizational Workgroup. Gerry Pacyna will serve as the group's representative on the Communications Workgroup. The Workgroup discussed sponsoring one or more breakout sessions at the Secretary of Technology Customer Summit. The group plans to lead the Agency Information Officer Session and the Technology Project Oversight Session. The Organizational Workgroup identified a number of issues it plans to address in the coming months including; 1) Project Management Development Programs: How can the Commonwealth ensure better management of IT development and implementation projects?, 2) Policy Guidance: What are the policies that should be in place to manage IT? What current policies require update or cancellation?, What new policies should be developed?, In what priority sequence should policies be addressed?, 3) CIO/AIO Development Program: How should the Commonwealth develop IT leaders? What policies and procedures should be established to implement the AIO liaison function, directed by law and intended to facilitate coordination between designated departments and the Office of the Secretary of Technology?, 4) Technology Project Oversight: What specific policies and processes should be established to carry out the project oversight role assigned, by law, to the Secretary of Technology?' 5) IT/CIO Governance: What framework should be established and documented to ensure continued and consistent implementation of the IT governance role assigned to the Secretary of Technology? In the near term, the group will look into a Best Practices Center and the format to be followed.

Joy Hughes asked if the Workgroup is going to conduct an inventory of the current requirements for the management of large IT projects? Ray Davis responded that would be included in the process. David Molchany volunteered Fairfax County to give a presentation about the Project Manager Training Course that is in place and how the process is run in Fairfax County.

David Molchany recognized Delegate Robert Brink and Delegate Marian Van Landingham in the audience.

David Molchany reported the Enterprise Architecture Workgroup has received nominations from Fairfax County, Corrections, UVA, VDOT, Secretary of Finance and Virginia Beach. The group requests each COTS member to look within the organizations they represent and make nominations. The nomination

period has been extended to April 24 and Dan Ziomek will resend the form to COTS members. The workgroup wants a good representation among state and local governments and the universities in order to facilitate an overall architecture that meets the Commonwealth's needs.

Mike Thomas asked why people were not anxiously seeking to be a member of the committee? David Molchany did not know the reason. David would like to have a say in the architecture the state adopts. From a local government perspective, it can match and meet what is happening at the state level or at least know where disconnects may occur and how to address them.

Joy Hughes suggested that the EA Workgroup ask members if they want a representative from a particular area or agency. Since the Council members represent unique institutions, it would be good to have one person from every area represented on the committee. If that does not occur, David would like to find people that can communicate across groups.

Mike O'Neil reported that the Privacy, Security and Access Workgroup's efforts have been aimed at providing a draft of a privacy statement for guidance for state web sites as required by Executive Order 51. The first draft was sent back for additional revisions. The group is reviewing Information Security Standard 95-1 and a question has risen concerning the policy statement that is the precedent to the standards statement. The PSA is working with the Organizational Workgroup and has received permission to work on the policy statement. The Organizational workgroup will look at the total hierarchy. Mr. O'Neil announced the Workgroup has provided a recommendation to the Communications Workgroup.

Chip German reported the Digital Signatures Initiative Workgroup continues to work toward a June 1 date for the pilots to be running. Important work has taken place in the audit area and a DSI audit team has been established to identify and address audit and policy issues to be included in the final report. Members of DSI have met with the Auditor of Public Accounts, which is addressing Senate Joint Resolution 72, to assess the barriers that stand in the way of electronic commerce and electronic procurement in the state. The meeting resulted in an agreement to collaborate and share information and tasks to the greatest extent possible. A member of the APA group will attend DSI meetings on a regular basis.

Chip explained that Senate Joint Resolution 72 is aimed at identifying and suggesting ways to remove impediments to electronic commerce and electronic procurements. Jan Fatouros explained it is the "optibility" of electronic transactions and ensuring they can be done and ensuring the Code, the policies and the guidelines all line up. DSI is well connected and better prepared to pull together reports that do not conflict.

Bette Dillehay and Cheryl Clark have met regarding support staff. Some of the folks in support roles will continue to provide project planning and coordination through September. Bette has allocated time from Lisa Coates to help with the audit discussions and hopes to provide a technical writer for drafting the report in the next 30 days.

David Molchany asked if the workgroup has discussed a way to keep the pilots going once they are complete. Chip explained there is good practical recognition throughout the DSI Workgroup that if the pilots work, then there is no reason to disassemble what has been learned and put it on the shelf. Consistent with procurement rules, the workgroup wants to be sensitive to the rules and not send a message to the vendors that there is a de facto selection taking place by the pilots. Jan Fatouros explained that part of the concern the group has with saying that the pilots will continue is that the group has looked at a variety of different products and this is not necessarily the long-term mode the group would like to be in. In addition, there are registration authority issues. For the sake of the pilots, by edict it has been said "everyone is their own registration authority" and again those types of models and processes may change. Some things will obviously not go forward because they were simply there for evaluation purposes.

Secretary Upson welcomed Delegate Van Landingham and Delegate Brink and thanked GMU for hosting the COTS meeting.

Secretary Upson explained that in the next 30 days, the Governor will send a memo to Cabinet Secretaries and Agency Heads regarding the work of the Council. The memo will direct the Council to move forward with three initiatives that have been developed: for the Council to oversee the implementation of the Seat Management Initiative to permanently put state-of-the-art technology on every desktop in state government. He will ask every agency head to develop a plan for the implementation of this initiative. The Governor will ask the Council to implement the Digital Signatures Initiative in a way that achieves the Council's vision, which is: a citizen executing multiple transactions across multiple agencies with a single identifier and with the greatest ease. Once the Council's plan is finalized, he will ensure the agencies understand it has to be implemented in real time. The third initiative is ask the Council working on the project management of technology projects is a uniform project management system. This should be the mechanism through which progress reports on major government technology initiatives are brought forward on a regular basis. This group understands and makes recommendations and puts into place a system that allows regular monthly oversight by COTS and the Secretary of Technology and quarterly reports to the Governor and key legislative committees on how technology is being managed in the Commonwealth. The letter will also contain specific government-wide initiatives which the Council will be involved in implementing. A lot of power is put behind the work that has been taking place in COTS. The Governor is ready to move forward and endorse the Council's work. He will ensure the implementation of electronic government in Virginia which will be beyond web sites for informational purposes, but actually intelligent, transaction-based government that is the best in the country.

David Molchany adjourned the business portion of the meeting.